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7
8 **IN THE MATTER OF QWEST**
9 **CORPORATION'S COMPLIANCE WITH**
10 **§271 OF THE TELECOMMUNICATIONS**
11 **ACT OF 1996**

DOCKET NO. T-00000A-97-0238

QWEST'S QUARTERLY REPORT
REGARDING ITS CHANGE
MANAGEMENT PROCESS

12
13 Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change
14 Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹
15 relating to Qwest's Operational Support systems ("OSS"), which, among other things, adopted
16 certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with
17 Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management
18 Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp.
19 14-15.

20 In Staff's CMP Report, Staff recommended that Qwest develop a report on the
21 effectiveness of the Re-Designed Change Management Process, to be filed with the ACC on a
22 quarterly basis.² In accordance with that recommendation, Qwest began submitting quarterly
23 CMP reports in August 2002, beginning with data for the second calendar quarter of 2002. The
24

25 ¹ Decision No. 66224, ACC Order, *In the Matter of US WEST Communication, Inc.'s Compliance with §271 of the*
26 *Telecommunications Act of 1996*, at ¶¶72, 151, and ordering paragraphs (August 28, 2003) ("OSS Order").

² Staff's CMP Report at 15.

1 Commission adopted Staff's reporting recommendation in its OSS Order.³ Qwest submits this
2 report regarding events that occurred during 3rd Quarter 2006 ("3Q2006") in accordance with
3 the Commission's Order.

4 The information outlined by Staff in its recommendation is included in Exhibits A
5 through D to this report, along with additional relevant information, as described below.

6 Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and Qwest
7 Change Requests Submitted 3rd Quarter 2006 ("3Q2006"), sets forth a listing of the number of
8 CLEC and Qwest originated systems and product/process Change Requests ("CRs"), along with
9 the percentage of the total CRs submitted during the quarter by CLECs and Qwest, and a listing
10 of all of the CRs submitted during the quarter, including the date on which the change was
11 submitted, CR number, summary of the change requests, and the party that submitted the
12 change.⁴

13 During 3Q2006, CLECs submitted two systems CR, which constituted 33% of the total
14 number of systems CRs, and zero product/process CRs, which constituted 0% of the
15 product/process CRs. Qwest submitted four systems CRs, which constituted 67% of the total
16 number of systems CRs, and three product/process CRs, which constituted 100% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and
19 Disposition of Changes/3rd Quarter 2006, sets forth a summary of the current status or
20 disposition of all systems and product/process changes. These changes are listed in the
21 following order:

22 ³ OSS Order, at ¶¶72, 151, and ordering paragraphs (August 28, 2003).

23 ⁴ Further information regarding each CR can be found using the Product/Process Interactive Reports and Systems
24 Interactive Reports on Qwest's wholesale web site. Links to those reports can be found at the following URL:
www.qwest.com/wholesale/changerequest.html

25 ⁵ Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides that
26 Qwest must submit CRs for Level 4 product/process changes. While Qwest does not submit CRs to initiate Level
0-3 product/process changes, information regarding those changes is included in Exhibit A.

- 1 • CLEC Systems Change Requests
- 2 • CLEC Product/Process Change Requests
- 3 • Qwest Systems Change Requests
- 4 • Qwest Product/Process Change Requests and Changes

5 Within the listing of Qwest Product/Process Change Requests and Changes, Qwest Level 4
6 changes (which require a CR) are listed first, followed by an aggregate listing of Level 1-3
7 changes.⁶ For each change listed, Exhibit B contains the date on which the change was
8 submitted, the type of change or CR number, a summary of the change, the status and proposed
9 effective date, if applicable, and the party that submitted the change.

10 Exhibit C, entitled Qwest Whole Change Management Process: Summary of
11 Changes by Interface Release/3rd Quarter 2006, sets forth information regarding interface
12 changes that were implemented during 3Q2006.

13 Exhibit D contains two tables, entitled Qwest Wholesale Change Management Process:
14 Escalation Process and Qwest Wholesale Change Management Process: Dispute Resolution
15 Process, which set forth the escalations and dispute resolutions initiated during 3Q2006. These
16 tables list the issues escalated and those taken to dispute resolution, if any, along with the
17 resolution reached.

18 Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's
19 compliance with each of the sections of Qwest's Wholesale CMP⁷ to provide additional data
20 regarding the effectiveness of the CMP. The matrix shows that the core provisions of the
21 redesigned process have been in effect for over two years now and lists the timeframes and
22 Qwest deliverables in the Wholesale CMP – each of which was defined and agreed to through

23 ⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC
24 operating procedures, and are effective immediately without notice. Because these changes do not require any
25 notification, web change form, or history log, they are not tracked and are not reported here.

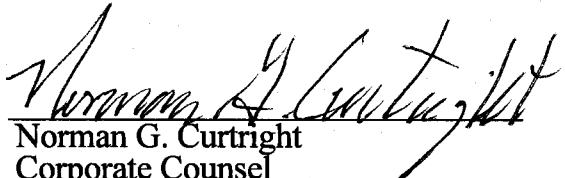
26 ⁷ The current version of Qwest's Wholesale CMP can be found on the "What is CMP?" page of Qwest's wholesale
web site at <http://www.qwest.com/wholesale/cmp/whatiscmp.html>

1 the redesign process – along with specific information detailing Qwest’s record of compliance
2 with those obligations. Qwest’s compliance rate continues to exceed 99%.

3 RESPECTFULLY SUBMITTED this 31st day of October, 2006.

4 QWEST CORPORATION

6
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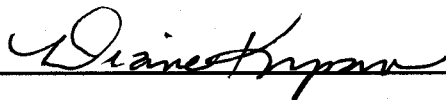
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EXHIBIT A

**Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted
3rd Quarter 2006**

	CLECs	Qwest
Number of Systems CRs:	2	4
Percentage of total Systems CRs:	33%	67%
Number of Product/Process CRs:	0	3
Percentage of total Product/Process CRs:	0%	100%

Systems Change Requests			
Date submitted	Change Request number	Summary of change	Submitter
7/11/2006	SCR071106-01	Increase Visibility to Dispatch	Qwest Corporation
8/15/2006	SCR081506-01	Estimated Start Time of Service Orders	Qwest Corporation
8/23/2006	SCR082306-01	Remove Consecutive Unit Requirement from IMA	Mountain Telecommunications, Inc
8/28/2006	SCR082806-01	User Activity Report for IMA/CEMR/HEET	Verizon Business
9/6/2006	SCR090606-01	Retirement of IMA EDI	Qwest Corporation
9/7/2006	SCR090706-01	CEMR/MEDIAAC - Provide Pending DLRs	Qwest Corporation
Product/Process Change Requests			
Date Submitted	Change Request number	Summary of change	Submitter
7/31/2006	PC073106-1	New Collocation Power Monitoring Application	Qwest Corporation
7/31/2006	PC073106-2	Facility Connected (FC) Collocation Application modifications	Qwest Corporation
8/1/2006	PC080106-1CM	IMA XML related updates to the CMP Document and the CMP CR form	Qwest Corporation

EXHIBIT B

Qwest Wholesale Change Management Process: Status and Disposition of Changes 3rd Quarter 2006					
CLEC Systems Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter	
8/23/2006	SCR082306-01	Remove Consecutive Unit Requirement from IMA	Presented	Mountain Telecommunications, Inc	
8/28/2006	SCR082806-01	User Activity Report for IMA/CEMR/HEET	Presented	Verizon Business	
CLEC Product/Process Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter	
Qwest Systems Change Requests					
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter	
7/11/2006	SCR071106-01	Increase Visibility to Dispatch	Withdrawn	Qwest Corporation	
8/15/2006	SCR081506-01	Estimated Start Time of Service Orders	Presented	Qwest Corporation	
9/6/2006	SCR090606-01	Retirement of IMA EDI	Presented	Qwest Corporation	
9/7/2006	SCR090706-01	CEMR/MEDIAACC - Provide Pending DLRs	Clarification	Qwest Corporation	
Qwest Product/Process Change Requests and changes					
Date Submitted	CR Number (Level 4 changes)	Summary of change	Status*/proposed effective date	Submitter	
7/31/2006	PC073106-1	New Collocation Power Monitoring Application	Development	Qwest Corporation	
7/31/2006	PC073106-2	Facility Connected (FC) Collocation Application modifications	Development	Qwest Corporation	
8/1/2006	PC080106-1	IMA XML related updates to the CMP Document and the CMP CR form	Presented	Qwest Corporation	
Date Submitted	Level of Change	Summary of Change	Status/proposed effective date	Submitter	
7/3/2006	Level 1	CMP - Ordering Overview V120	07/05/06	Qwest Corporation	
7/5/2006	Level 1	CMP - Local Service Freeze V18	07/06/06	Qwest Corporation	

7/19/06

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
7/7/2006	Level 3	CMP - FINAL NOTICE CMP - Expedites and Escalations	7/24/2006	Qwest Corporation
7/7/2006	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Service Interval Guide for reale, UNE and Interconnection Services (SIG) V72	7/15/2006	Qwest Corporation
7/7/2006	Level 2	CMP - Regulatory Commissions, Getting Started as a CLEC V19	7/28/2006	Qwest Corporation
7/7/2006	Level 2	CMP - IMA EDI & XML and IMA GUI and OSS Index Web Page and Navigation Streamline	7/28/2006	Qwest Corporation
7/10/2006	Level 3	CMP - FINAL NOTICE - Call Forwarding Feature PCAT MSS Updates	7/27/2006	Qwest Corporation
7/10/2006	Level 3	CMP - FINAL NOTICE - Ordering Overview V119	7/25/2006	Qwest Corporation
7/10/2006	Level 3	CMP - FINAL NOTICE - Customer Contacts V45	7/25/2006	Qwest Corporation
7/11/2006	Level 3	CMP - Access to Emergency Services (911/E911) - V19.0	8/14/2006	Qwest Corporation
7/12/2006	Level 3	CMP - FINAL NOTICE Qsearch	7/31/2006	Qwest Corporation
7/13/2006	Level 1	CMP - Port In - V15 and Port Within - V13.0	07/14/06	Qwest Corporation
7/14/2006	Level 2	CMP - Web Update - Consolidate and remove obsolete or duplicate web pages under Training, Notices and Forums	8/4/2006	Qwest Corporation
7/14/2006	Level 1	CMP - Resale - Competitive Response/Competitive Inquiry - V19.0, -Resale - Customer Incentive Program V6.0	07/17/06	Qwest Corporation
7/17/2006	Level 1	CMP - Forecasting - V35.0	07/18/06	Qwest Corporation
7/19/2006	Level 3	CMP - FINAL NOTICE - Directory Assistance (DA) V16.0	8/7/2006	Qwest Corporation
7/20/2006	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V73	07/21/06	Qwest Corporation
7/21/2006	Level 2	CMP - Temporary Disconnection for Non-Payment/Restore - V9.0	8/11/2006	Qwest Corporation
7/21/2006	Level 4	CMP - Resale - General - V64.0	9/1/2006	Qwest Corporation
7/25/2006	Level 3	CMP - FINAL NOTICE - Resale - General - V63.0	8/11/2006	Qwest Corporation
7/27/2006	Level 1	CMP - New High Speed Internet (HSI) Service Web-Based Training	07/27/06	Qwest Corporation
7/28/2006	Level 2	CMP - Technical Publication, Installation Supplier Quality Workmanship Assessment Guidelines, 77369	8/18/2006	Qwest Corporation
7/28/2006	Level 3	CMP - FINAL NOTICE - Access to Emergency Services (911/E911) - V19.0	8/14/2006	Qwest Corporation
7/28/2006	Level 3	CMP - FINAL NOTICE - Port in V14.0	8/14/2006	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
7/31/2006	Level 1	CMP - Name Changes for Dex and FB DL User Doc	08/01/06	Qwest Corporation
7/31/2006	Level 1	CMP - Name Changes for Dex and FB DL User Document	08/01/06	Qwest Corporation
7/31/2006	Level 1	CMP - Accepting September Registrations	07/31/06	Qwest Corporation
8/2/2006	Level 2	CMP - Interconnection Distribution Frame (ICDF) Collocation - V15.0	8/23/2006	Qwest Corporation
8/3/2006	Level 1	CMP - Retraction of Port In - V13.0	08/03/06	Qwest Corporation
8/3/2006	Level 1	CMP - Collocation Test Access Points Overview - V2.0	08/04/06	Qwest Corporation
8/4/2006	Level 2	CMP - FINAL NOTICE - Temporary Disconnection for Non-Payment/Restore - V9.0	8/11/2006	Qwest Corporation
8/7/2006	Level 1	CMP - Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) - V30.0	08/08/06	Qwest Corporation
8/10/2006	Level 1	CMP - New Customer Questionnaires V25	08/11/06	Qwest Corporation
8/15/2006	Level 3	CMP - Revised Collocation General Information - V62.0	9/29/2006	Qwest Corporation
8/15/2006	Level 2	CMP - Operator Services - V20.0	9/5/2006	Qwest Corporation
8/15/2006	Level 3	CMP - Collocation - Space Reservations and Space Optioning Overview - V1.0	9/29/2006	Qwest Corporation
8/15/2006	Level 1	CMP - Directory Assistance (DA) Service - V17.0	08/16/06	Qwest Corporation
8/17/2006	Level 4	CMP - FINAL NOTICE - Resale General V64	9/1/2006	Qwest Corporation
8/17/2006	Level 2	CMP - Web Update - Redesign Qwest Technical Publication web page	9/7/2006	Qwest Corporation
8/21/2006	Level 2	CMP - Technical Publication, Interconnection and Collocation for Transport and Switched Unbundled Network Elements and Finished Services, 77386 Issue K	10/5/2006	Qwest Corporation
8/21/2006	Level 2	CMP - Multiple PCATs TDRS Update	9/11/2006	Qwest Corporation
8/21/2006	Level 4	CMP - Collocation - Direct Current (DC) Power Overview - V3.0	10/5/2006	Qwest Corporation
8/22/2006	Level 2	CMP - Wholesale Customer Service Repair Escalation List for Residence, Small Business, Large Business, and Wholesale - V5.0	9/12/2006	Qwest Corporation
8/25/2006	Level 2	CMP - Dual Service - V4.0	9/15/2006	Qwest Corporation
8/25/2006	Level 1	CMP - Seattle ASR CCSAC/SS7 and ASR Switched Access Classes Cancelled	08/25/06	Qwest Corporation
8/29/2006	Level 3	CMP - Common Channel Signaling Access Capability (CCSAC)/Signaling System 7 (SS7) - Unbundled - V14.0	9/29/2006	Qwest Corporation

7/19/06

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
8/30/2006	Level 2	CMP - Wholesale Customer Service Repair Escalation List for Resident, Small Business, Large Business and Wholesale - V6.0	9/29/2006	Qwest Corporation
8/31/2006	Level 1	CMP - Maintenance and Repair Overview V65.0	09/01/06	Qwest Corporation
8/31/2006	Level 1	CMP - Enhanced Extended Loop (EEL) - V45.0, Loop MUX Combination (LMC) - V39.0 and Unbundled Local Loop - Digital Signal Level 1 (DS1) Capable Loop - V24.0	09/01/06	Qwest Corporation
8/31/2006	Level 1	CMP - 4Q06 Class Offerings	08/31/06	Qwest Corporation
9/5/2006	Level 1	CMP - Last Call Return - V6.0	09/06/06	Qwest Corporation
9/7/2006	Level 2	CMP - Provisioning and Installation Overview, External Documentation Request 174	9/28/2006	Qwest Corporation
9/8/2006	Level 2	CMP - Network Web Pages Transition	9/29/2006	Qwest Corporation
9/8/2006	Level 1	CMP - BFR SR V30	09/11/06	Qwest Corporation
9/8/2006	Level 1	CMP - Seattle UNE-P POTS and LNP Classes Cancelled	09/08/06	Qwest Corporation
9/11/2006	Level 3	CMP - Provisioning and Installation Overview - V91.0	10/26/2006	Qwest Corporation
9/11/2006	Level 1	CMP - Release of Updated IMA-GUI Web Based Training / IMA Release 20.0	09/11/06	Qwest Corporation
9/12/2006	Level 1	CMP - NPA NXX Code Activation Process	09/13/06	Qwest Corporation
9/14/2006	Level 3	CMP - FINAL NOTICE - Collocation - General Information - V62.0	9/29/2006	Qwest Corporation
9/14/2006	Level 3	CMP - FINAL NOTICE - Common Channel Signaling Access Capability (CCSAC)/Signaling System 7 (SS7) - Unbundled - V14.0	9/29/2006	Qwest Corporation
9/14/2006	Level 3	CMP - FINAL NOTICE - Collocation - Space Reservation and Space Optioning Overview - V1.0	9/29/2006	Qwest Corporation
9/15/2006	Level 2	CMP - Local Service Ordering Guidelines (LSOG) and Product Catalogs (PCATs) Updates Associated with IMA 20.0 System Release	10/16/2006	Qwest Corporation
9/18/2006	Level 1	CMP - Forecasting - V36.0	09/19/06	Qwest Corporation
9/18/2006	Level 1	CMP - New Customer Questionnaires V28	09/19/06	Qwest Corporation
9/18/2006	Level 1	CMP - Change Management Process Document Changes - Eliminate Duplicate Work associated to Event Notification	09/19/06	Qwest Corporation
9/19/2006	Level 3	CMP - Line Information DataBase (LIDB) - V5.0	10/31/2006	Qwest Corporation
9/20/2006	Level 4	CMP - FINAL NOTICE - Facility connected (FC) Collocation and Collocation - General Information	10/5/2006	Qwest Corporation
9/20/2006	Level 4	CMP - Facility Connected (FC) Collocation - V16.0 and Collocation - General Information - V63.0	10/5/2006	Qwest Corporation

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
9/20/2006	Level 4	CMP - FINAL NOTICE - Collocation Direct Current (DC) Power Overview - V3.0	10/5/2006	Qwest Corporation
9/21/2006	Level 2	CMP - Directory Assistance List (DAL)V11, Directory Delivery Lists V5, Directory Publisher Lists V6.0, White Pages Directory Listings V37	10/12/2006	Qwest Corporation
9/21/2006	Level 2	CMP - FINAL NOTICE CMP -Provisioning and Installation Overview V90.0	9/28/2006	Qwest Corporation
9/21/2006	Level 2	CMP - Customer Contacts V48, Directory Listing Providers Business Procedures V20	10/12/2006	Qwest Corporation
9/21/2006	Level 3	CMP - Pre-Ordering Overview V55.0	10/30/2006	Qwest Corporation
9/22/2006	Level 3	CMP - New Customer Questionnaire V29	11/6/2006	Qwest Corporation
9/22/2006	level 2	CMP - Wholesale Public Web Global Navigation and Resources Web Page Transition	10/14/2006	Qwest Corporation
9/22/2006	Level 1	CMP - Ordering Overview V124	09/25/06	Qwest Corporation
9/25/2006	Level 2	CMP - Collocation - General Information - V67.0	10/16/2006	Qwest Corporation
9/26/2006	Level 2	CMP - Wholesale Customer Service Repair Escalation List V8.0	10/17/2006	Qwest Corporation
9/26/2006	Level 2	CMP - Web Update - Redesign of Qwest Wholesale Notice Subscription Tool	10/17/2006	Qwest Corporation
9/27/2006	Level 3	CMP - Resale - Market Expansion Line (MEL) - V15.0, White Pages Directory Listings - V38.0	11/3/2006	Qwest Corporation
9/27/2006	Level 1	CMP - Dispatch - V3.0 and Maintenance and Repair Overview - V66.0	09/28/06	Qwest Corporation
9/27/2006	Level 1	CMP - Retraction Dispatch - V4.0 and Maintenance and Repair Overview - V66.0	9/27/06	Qwest Corporation
9/27/2006	Level 1	CMP - Resale - Centrex Plus and Centron - V25.0, Colorado and Oregon specific	09/28/06	Qwest Corporation
9/29/2006	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments - Local Service Ordering Guidelines (LSOG) and Product Catalogs (PCATs) Updates Associated with IMA 20.0 System Release	10/16/2006	Qwest Corporation
9/29/2006	Level 1	CMP - Accepting November Registrations	09/29/06	Qwest Corporation

EXHIBIT C

Qwest Wholesale Change Management Process: Summary of change by Interface release			
3rd Quarter 2006			
EXACT			
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
Wholesale Billing Interface			
	Number of CRs		
CLEC CRs			
Qwest CRs	0		
Change Request number	Summary	Submitter	
ASR Gateway/QORA Release			
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
SATE			
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
CEMR			
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
Process and Documentation			

	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
	ASR Gateway/QORA UOM		
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
	MEDIAAC		
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
	IMA		
	Number of CRs		
CLEC CRs			
Qwest CRs			
Change Request number	Summary	Submitter	
	Product Databases		
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	

EXHIBIT D

Qwest Wholesale Change Management Process: Escalation Process			
3rd Quarter 2006			
Date submitted	Escalation number	Summary of escalation	Submitter
Note: Escalation detail is available at http://www.qwest.com/wholesale/cmp/escalations.html			
Qwest Wholesale Change Management Process: Dispute Resolution Process			
3rd Quarter 2006			
Date submitted	CR Number	Summary of change	Submitter
Note: Dispute detail is available at http://www.qwest.com/wholesale/cmp/dispute.html			

EXHIBIT E

Change Management Improvements 3rd Quarter 2006

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	<p>October 3, 2001</p>	<p>Qwest has complied with this process for over 59 months.</p> <p>Qwest processed 531 new OSS Interface CRs between October 3, 2001 and September 30, 2006.</p> <p>Qwest processed 299 new Product Process CRs between October 3, 2001 and September 30, 2006</p> <p>Qwest has rejected only 6 Process CRs on the grounds that they were deemed to be out of scope of the Change Management Process.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/cmp/changerequest.html (Select either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports.)</p>

Change Management Improvements 3rd Quarter 2006

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 2 Managing the Change Management Process Qwest implemented Section 2 as agreed to by the Redesign Team.	Varies by sub-section.	Qwest implemented Section 2 as specified in the Qwest's Record of Compliance column.	<p>Qwest has modified the processes, as necessary, as determined by the Redesign Team.</p> <p>Qwest posts a POC list to the CMP web site.</p> <p>CMP Managers have been in place since the inception of CMP in 1999.</p> <p>CR Project Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since August, 2001.</p> <p>Escalation/Dispute Resolution Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since September, 2001.</p> <p>Qwest posted a CLEC comments tool to the CMP web site.</p> <p>In April 2002, CLECs and Qwest agreed to procedures to manage changes to the CMP. In June 2002, CLECs and Qwest agreed to use a CR to manage changes.</p>	<p>Supporting data can be found at the following URLs:</p> <p>http://www.qwest.com/wholesale/cmp/poc.html (CLEC-Qwest POC List)</p> <p>http://www.qwest.com/wholesale/cmp/changerequest.html (See either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports)</p> <p>These contain the names of the CR Project Managers assigned to each of the CRs.)</p> <p>http://www.qwest.com/wholesale/cmp/escdisp.html (See actual escalations.)</p> <p>http://www.qwest.com/wholesale/cmp/review.html (This is the tool the CLECs use to submit comments on a given PCAT or TechPub.)</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 3 Meetings	August 8, 2001	See Qwest's Record of Compliance column.	Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants. In March of 2005, an Exception request (PC020205-3CM) was granted to allow the CMP Product/Process and Systems Meetings to be held on the same day of each month.	Supporting data can be found at the following URLs: http://www.qwest.com/wholesale/cmp/tmarchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes) http://www.qwest.com/wholesale/cmp/index.html (Qwest's CMP web site)
Qwest implemented Section 3 as agreed to by the Redesign Team.	Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)		Qwest has provided meeting materials, also known as distribution packages, since the inception of Qwest's CMP in 1999. An improved distribution package format was introduced in September, 2001 for the Product and Process CMP meetings and in October 2001 for the Systems CMP meetings. Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings.	
			Qwest has made a number of	

**Change Management Improvements
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			improvements to its CMP website as a result of the Redesign effort.	
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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 4 Types of Change Qwest implemented Section 4 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 18 and 20 Final Minutes, Pages 6 and 7.)	September 20, 2001	<p>Qwest has complied with this process for over 60 months. It should be noted that there was an impasse issue relating to the definition of Regulatory CRs that was resolved on April 4, 2002. However, the team had reached agreement on the other aspects of the definition and the impasse resolution did not change the language contained in the Qwest Wholesale Change Management Process document.</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution_Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2002/020215/systemsfbdistpackage.pdf http://www.qwest.com/wholesale/downloads/2002/020215/systemsfbdistpackage.pdf </p>

**Change Management Improvements
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			<p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p>	
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Change Management Improvements 3rd Quarter 2006

			<p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.</p> <p>There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.</p> <p>There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release</p> <p>It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2001 Qwest processed and closed 68 OSS Interface CRs.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5 Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process Qwest implemented Section 5.1 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	September 5, 2001 (Original) Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.) October 16, 2001 (Revised) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	October 1, 2001 (Original) October 30, 2001 (Revised)	Qwest has complied with the revised process 59 months. Between November 1, 2001 and September 30, 2006, Qwest processed 496 new OSS Interface CRs in accordance with the CLEC-Qwest OSS Interface Change Request Initiation Process. There are up to 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 10 milestones of a possible 3982 milestones that have occurred so far. This equates to an average compliance rate of 99.74%	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Systems Interactive Reports.)
			Following is a description of the missed milestones: 1.) SCR012802-1	

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			<p>Milestone Missed: Initial Response Posted to Web Explanation: The initial response was sent to the CLEC on time, however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency.</p> <p>2.) SCR012802-1 Milestone Missed: Final Response Issued: Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed</p> <p>3.) SCR012802-1 Milestone Missed: Final Response Posted to Web. Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed.</p> <p>4.) SCR012802-2 Milestone Missed: Initial Response Posted to Web Explanation: The initial response was sent to the CLEC on time,</p>	
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Change Management Improvements 3rd Quarter 2006

			<p>however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency.</p> <p>5.) SCR062402-01 Milestone Missed: Initial Response Explanation: The initial response was not posted to until the following day.</p> <p>6.) SCR062402-01 Milestone Missed: Initial Response Explanation Posted to Web: The initial response was not posted until the following day.</p> <p>7.) SCR122002-01 Add UNE-P Centrex 21 to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>8.) SCR122002-0 Add Service order inquiry status (SOSI) to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>9.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available" Milestone Missed: Acknowledgement of CR was missed due to the evaluation of this CR to determine if it should be processed as a systems or Product/Process CR.</p>	
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			<p>10.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available" Milestone Missed: CR Posted to Web was missed due to the evaluation of this CR to determine if it should be processed as a systems or P/P CR.</p> <p>Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled (see SCR120301-1).</p> <p>Note: Discussions to clarify Qwest-originated OSS Interface CRs are generally held informally within Qwest by the originator of the CR and the Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP and meeting minutes are not prepared for such discussions. After the CR is formally submitted to the CMP, it is forwarded to Qwest SMEs, who may clarify the CR (although that is usually not necessary, as clarification discussions have already been held before the CR</p>	
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				is submitted to CMP). In general, the date that the CR is forwarded to the Qwest SMEs is the date that is populated in the clarification meeting field in the CLEC-Qwest Systems Interactive Report and thus for milestone measurement purposes.	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.3 CLEC Product/Process Change Request Initiation Process</p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001 (Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for 58 months.</p> <p>Between November 1, 2001 and September 30, 2006, Qwest processed 246 new CLEC Product/Process CRs in accordance with the CLEC Product/Process Change Request Initiation Process. There are up to 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable.</p> <p>For the time period specified above, Qwest is responsible for missing only 8 milestones out of a possible 2453 milestones that have occurred so far. This equates to an average compliance rate of 99.67%</p> <p>Following is a description of the missed milestones:</p> <p>PC110201-2</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)</p>

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			<p>Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days. PC110201-2 Milestone Missed: Clarification Meeting Held Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not clear in the notes why the meeting was scheduled for 11/27. The CLEC was contacted on 11/12. PC120301-2 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. PC120301-3 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. PC120301-4 Milestone Missed: Clarification</p>	
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			<p>Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. PC120301-5 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 4 days late. PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.4 Qwest Initiated Product/Process Changes</p> <p>Qwest implemented Section 5.4 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting.</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes –CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baselined)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting April 16 Draft Minutes, Page 7.)</p>	<p>April 1, 2002 (Original)</p> <p>April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 50 months and the revised process for over 54 months.</p> <p>Between April 1, 2002 and September 30, 2006, Qwest submitted 1958 new Product/Process Changes in accordance with the Qwest Product/Process Change Process.</p> <p>There are 6 CMP Notification Requirements for each Level 1 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required.</p> <p>There are 11 CMP Notification Requirements for each Level 2 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs)</p> <p>Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports)</p>

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			<p>proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification, if applicable.</p> <p>There are 11 CMP Notification Requirements for each Level 3 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR</p>	
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**Change Management Improvements
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			<p>Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. In addition there are 11 CMP Notification Requirements. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>For the time period specified above, Qwest initiated 1116 Level 1 changes, 440 Level 2 changes, 294 Level 3 changes, and 108 Level 4 changes via the notification process.</p> <p>Qwest initiated 130 Level 4 Product/Process CRs during this</p>	
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			<p>time period and is responsible for missing 2 Level 4-CR milestones out of a possible 992 milestones that have occurred so far. This equates to an average compliance rate of 99.79%</p> <p>Qwest is responsible for missing only 22 Level 1-4 CMP Notification Requirements out of a possible 13896 that have occurred so far. This equates to an average compliance rate of 99.84%.</p> <p>Following is a description of the missed Level 4 CR milestones:</p> <p>1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p> <p>2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) Notification number: PROS.04.03.02.F.00415.Billing _ Output. No level.</p> <p>2.) Notification number: PROS.04.03.02.F.00415.Billing _ Output. No comment cycle explanation.</p>	
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		<p>3.) Notification number: PROS.04.04.02.F.00418.Service _Managers. No levelPROS.04.04.02.F.00418.Se vice_Managers. No comment cycle explanation.</p> <p>4.) Notification number: TRNG.04.23.02.F.02166.May_T RNG_Schedule. No level</p> <p>5.) Notification number TRNG.04.23.02.F.02166. May_TRNG_Schedule. No comment cycle explanation</p> <p>6.) Notification number: TRNG.04.03.02.F.02167.2Q02_ Update. No level</p> <p>7.) Notification number: TRNG.04.03.02.F.02167.2Q02_ Update. No comment cycle explanation.</p> <p>8.) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in response to comments.</p> <p>9.) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in final notification.</p> <p>10.) Notification number: PROD.06.25.03.F.03440.Resale _General_V26. Notification not sent prior to actual effective date. NOTE: This miss was inadvertently left off of the 2Q03 report.</p> <p>11.) Notification number: PROD.11.10.03.F.01035.Resale</p>	
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			<p>GeneralV35. Notifications not sent prior to actual effective date.</p> <p>12.) Notification number: PROD.11.17.03.F.1071.Grandpa rentMS_NE_IA. Notifications not sent prior to actual effective date.</p> <p>13.) Notification number: PROD.01.06.04.F.01223.PCAT_Updates Notification not sent prior to actual effective date.</p> <p>14.) Notification number: PROS.12.05.03.F.01131.Provisi oningV29. Notifications not sent prior to actual effective date. NOTE: This accounts for two misses – Initial and Final.</p> <p>15.) Notification number: PROS.03.31.04.F.01528.PCAT_Updates. Notification not sent prior to actual effective date.</p> <p>16.) Notification number: PROS.07.28.04.F.01932.Interce ptCLEC_CustCall. Notification not sent prior to actual effective date.</p> <p>17.) Notification number: NETW.03.09.06.F.03763.Tech_Pub_77368_Issue Notification not sent prior to actual effective date.</p> <p>18.) Notification number: NETW.04.04.06.F.03829.RG47-0005_TechPub_77350 Notification not sent prior to actual effective date.</p>		
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			<p>19.) Notification number: TRNG.04.07.06.F.03830.LocalQ 101WBT Notification not sent to all customers prior to actual effective date.</p> <p>20.) Notification number: PROD.06.23.06.F.04031.Qsearc h_SVC_V9 and PROD.07.12.06.F.04064.FNL_ Qsearch_SVC_V9. Notifications not sent prior to actual effective date. NOTE: <u>This accounts for two misses – Initial and Final.</u></p> <p>Note: Through the CMP, a CMP CR was issued to change Qwest's process for redlining and green highlighting (PC100102-1CM was voted on by the CLEC community on December 18, 2002 and the CMP Document was revised on January 6, 2003). This process changed the associated milestones. Qwest is 100% compliant with the new milestones.</p> <p>Note: For Qwest-originated Product and Process CRs, the CMP framework does not require clarification meetings to be held, but Qwest has included this as a CMP milestone.</p>	
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			<p>Discussions to clarify Qwest-originated Product or Process CRs are generally held informally within Qwest by the originator of the CR and Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP, and meeting minutes are not prepared for such discussions. After the CR is formally submitted to CMP, Qwest SMEs may, but generally do not, clarify the CR. In addition, Qwest generally holds meetings with the CR originator after submission of the CR to CMP to discuss such matters as the CMP requirements related to the CR. In general, this is the meeting date that is populated in the clarification meeting field in the CLEC-Qwest Product-Process Interactive Report.</p>	
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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.5 Postponement</p> <p>Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002</p>	<p>This process has been in place for over 55 months. During this time, the Postponement Process has not been evoked.</p>	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 6 OSS Interface Release Calendar</p> <p>Qwest implemented Section 6 as agreed to by the Redesign Team.</p>	<p>October 16, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)</p>	<p>November, 2001</p>	<p>Qwest has complied with the improved OSS Interface Release Calendar for 58 months.</p> <p>The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information.</p> <p>The revised OSS Interface Release Calendar was posted on the web in November 2001. Quarterly updates were posted on the web in January 2002, April 2002, July 2002, October 2002, January 2003, April 2003, July 2003, September 2003, December 2003, January 2004, April 2004, July 2004, October 2004, December 2004, March 2005, June 2005, September 2005, December 2005, March 2006, April 2006. & July 2006</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.qwest.com/wholesale/cmp/osscalendar.html</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7 Introduction of a New OSS Interface</p> <p>Section 7.1 Introduction of a New Application to Application Interface</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001.</p>	<p>Qwest introduced a new OSS Interface (ASR Pre-Order via XML) on October 29, 2003. There are 8 CMP milestones for the introduction of a new OSS Interface: 1.) Release Notification; 2.) CLEC Comments and Qwest Response; 3.) Implementation Plan review meeting; 4) Draft Technical Specifications issued; 5.) Walk through of Draft Technical Specifications; 6.) CLEC Comments and Qwest Response; 7.) Final Technical Specifications; and 8.) Release into Production. Qwest is 100% in compliance with all milestones</p>	

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Process	Date Process was Baseline by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 7.2 Introduction of a New GUI Qwest implemented Section 7 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)	November, 2001	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI:</p> <ol style="list-style-type: none"> 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones. <p>Qwest introduced a new GUI (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI:</p> <ol style="list-style-type: none"> 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones. Qwest is in compliance with the milestones. <p>Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI:</p> <ol style="list-style-type: none"> 1.) Release Notification; 2.) Issue Draft Release Notes, 3.) 	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38.00.html

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			Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones Qwest is in compliance with the milestones.	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.0 Change to Existing OSS Interfaces</p> <p>Qwest implemented Section 8.0 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 4 years.</p> <p>In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest implemented 3 major and 2 point releases.</p> <p>Qwest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application to application) release has been implemented. Qwest has complied with this process for over 3 years.</p> <p>IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001.</p> <p>IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 8.0 was</p>	

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			<p>implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 10.0 was implemented June 17, 2002 and IMA Release 9.0 was retired on December 17, 2002. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 11.0 was implemented November 18, 2002. IMA Release 10.0 was retired on July 18, 2003. IMA Release 12.0 was implemented April 7, 2003 and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004. IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process</p>	
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			<p>for over 2 years. (See release dates above.) In the instance, with IMA 13.0 QWEST issued CR# SCR010203-01EX Exception request to change the IMA 13.0 Timeline. This change was voted on and unanimously approved.</p> <p>IMA Release 14.0 was implemented December 8, 2003 and IMA 13.0 was retired on August 4, 2004.</p> <p>IMA Release 15.0 was implemented April 19, 2004 and IMA 14.0 was retired on December 12, 2004</p> <p>IMA 16.0 was implemented October 18, 2004 and IMA 15.0 was retired on April 11, 2005</p> <p>IMA 17.0 was implemented April 11, 2005 and IMA 16.0 will retire December 10, 2005.</p> <p>IMA 18.0 was implemented October 17, 2005 and IMA 17.0 will retire on June 10, 2006.</p> <p>IMA 19.0 was implemented on April 10, 2006 and IMA 18.0 will retire on October 10, 2006</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.1 Application to Application Interface</p> <p>Qwest implemented Section 8.1 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>November, 2001</p>	<p>Qwest introduced Changes to an Existing OSS Interface – Application to Application Interface for IMA 10.0 on April 4, 2002, IMA 11.0 on November 18, 2002, IMA 12.0 on April 7, 2003, IMA 13.0 on August 4, 2003, IMA 14.0 on December 4, 2003, IMA 15.0 on April 19, 2004, IMA 16.0 on October 18, 2004, IMA 17.0 on April 10, 2005, IMA 18.0 on October 17, 2005, IMA 19.0 on April 10, 2006.</p> <p>There are 6 CMP milestones for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 15.0, IMA 16.0, IMA 17.0 and IMA 18.0 and IMA 19.0.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,56,00.html</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.2 Graphical User Interface Qwest implemented Section 8.2 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	November, 2001	Qwest introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2002, November 3, 2002, March 17, 2003, April 14, 2003, August 18, 2003, December 15, 2003, April 5, 2004, June 28, 2004, December 13, 2004, March 27, 2005, July 19, 2005, and December 10, 2005. (MEDIAAC) June 27, 2005 and December 12, 2005. IMA-GUI 10.0 Release on April 4, 2002, IMA-GUI 11.0 on November 18, 2002, IMA-GUI 12.0 on April 7, 2003, IMA-GUI 13.0 on August 4, 2003, IMA GUI 14.0 on December 8, 2003, IMA GUI 15.0 on April 19, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 17.0 on April 11, 2005, IMA GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006. There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest demonstrated 100% compliance	http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,45,00.html (See CEMR Release 1.03.06 notices.0

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 9 Retirement of Existing OSS Interface	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.</p>	<p>November, 2001.</p>	<p>Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002.</p> <p>Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004.</p> <p>Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005</p> <p>Qwest implemented the Retirement of the Resale Product Database (RPD) on April 29, 2006.</p> <p>There are 5 CMP milestones for retirement of an existing Graphical User Interface: 1.) Initial Retirement Notice; 2.) Qwest Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement.</p> <p>Qwest demonstrated 100% compliance with these milestones.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 10 Prioritization</p> <p>Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.</p>			<p>The CLECs have been able to prioritize CRs as described below:</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p> <p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf (See ms_Distribution_Doc.pdf for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System_Distribution_Doc.pdf See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p>

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			<p>candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.</p> <p>There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.</p> <p>There were 0 Regulatory CRs, 28 CLEC originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0</p>	
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				<p>Release.</p> <p>There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.</p> <p>There are 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.</p> <p>There are 0 Regulatory CRs,, 18 CLEC originated CRs, 1 Qwest originated CR on the candidate list for the IMA 21.0 Release.</p>
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 11 Application-to-Application Interface Testing</p> <p>Qwest implemented Section 11 as agreed to by the Redesign Team.</p>	<p>February 7, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting February 5 - 7 Final Minutes – 03/12/02, Page 14, Paragraph 2.)</p>	February, 2002	<p>Although through the Redesign process the team agreed to the improved process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.</p>	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 12 Production Support</p> <p>Qwest implemented Section 12 as agreed to by the Redesign Team.</p>	<p>December 10, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)</p>	<p>February 2002</p>	<p>Qwest has complied with this process for nearly 49 months.</p> <p>Between February 2, 2002 and September 30, 2006, there were 266 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdID wnTmlMAEDIGUI)</p> <p>Qwest has demonstrated 99.62% compliance with this process.</p> <p>It has been Qwest's practice, prior to the Redesign effort, to conduct post-deployment meetings.</p> <p>Between February 1, 2002 and September 30, 2006 Qwest processed 49 Severity 1s, 2730 Severity 2s, 11378 Severity 3s, and 97 Severity 4s.</p> <p>Correction: Qwest previously reported 3 Severity 4's. These Severity 4's were resolved and closed during the initial help desk contact, and therefore not subject to the Production Support Process.</p> <p>On June 18, 2002, CLECs and Qwest agreed to processes for</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notice/cnla/bysubcat/1,1834,3,6,00.html (See 3/27 Release Notice SYST.03.27.02.F.04001.IMA_Rlse_9_01.doc)</p>

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			<p>Product/Process production support. Qwest implemented this process on July 15, 2002.</p> <p>During the third quarter of 2005, it was determined that there was no Event Notification generated for a DUF problem that occurred in 2004. The problem was identified by Qwest 2nd quarter 2004 and corrected within 4th quarter 2004. There were no CLECs that reported the problem. No CLEC coding changes were required.</p> <p>Note: In the process of preparing the reply comments for the OSS Declaration in the FCC 271 proceedings, Qwest discovered that a number of event notifications that were required to be issued by the CMP Framework had not been issued, even though the underlying defects had been corrected. After investigating the reasons for the non-issuance of these notifications, it became apparent that there was confusion among some members of the Qwest IT Staff. Once it identified the missing event notification problem and its cause, Qwest promptly issued clarifying instructions to the IT Staff so that going forward there</p>	
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Process	Date Process was Baseline'd by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 13 Training Qwest implemented Section 13 as agreed to by the Redesign Team.	May 2, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting May 1-2, Page 11)		Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 14 Escalation Process</p> <p>Qwest implemented Section 14 as agreed to by the Redesign Team.</p>	<p>September 20, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (See CMP Redesign Meeting Sept. 18 & 20 Final Minutes – 10/10/01, Page 3.)</p>	<p>November 16, 2001</p>	<p>Qwest has complied with the Escalation Process for 49 months</p> <p>Between November 16, 2001 and September 30, 2006 Qwest processed 22 OSS Interface escalations and 16 Product/Process escalations in accordance with the CMP Escalation Process. There are 8 CMP milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 304 milestones. This equates to an average compliance rate of 99.67%</p> <p>In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for PC102301-2-E02.</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes</p> <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 15 Dispute Resolution Qwest implemented Section 15 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://QWEst.com/wholesale/cmp/p/redesign.html (see CMP Re-Design Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5.)	November 16, 2001	This process has been in place for 56 months. Qwest's Dispute Resolution tool may be found on Qwest's CMP web site. On November 24, 2004, Qwest processed 1 Product/Process dispute in accordance with the CMP Dispute Process. On October 20, 2005, Qwest processed 1 System dispute in accordance with the CMP Dispute Process. There is one milestone for each dispute 1) Acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day. Qwest demonstrated 100% compliance with this milestone.	Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html See Escalations and Disputes <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 16 Exception Qwest implemented Section 16 as agreed to by the Redesign Team.	June 6, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)	June 19, 2002 (original)	This process has been in place for over 48 months. During this time, Qwest has received 26 Exception requests. There are 6 CMP milestones for the Exception process: 1.) Acknowledge receipt of Exception submission; 2.) Issue Notification of pre-meeting; 3.) Conduct pre-meeting; 4.) Issue vote notification and ballot; 5) Conduct vote; 6.) Post disposition notification and tally form. Qwest is responsible for missing 2 milestones out of a possible 156 milestones. This equates to an average compliance rate of 98.71%. Following is a description of the missed notification milestones: <ol style="list-style-type: none"> 1) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time. 2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time. 	Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/

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			Note: Through the Redesign Process on September 12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 17 Voting</p> <p>Qwest implemented Section 17 as agreed to by the Redesign Team.</p>	<p>July 10, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for July 10)</p>	<p>July 17, 2002</p>	<p>This process has been in place for over 49 months. During this time, Qwest has conducted 44 votes. There are 3 CMP milestones for the Voting process: 1.) Issue Notification of a vote; 2.) Issue Notification of a vote result; 3.) Post vote result and meeting minutes. Qwest is responsible for missing 2 milestones out of a possible 130 milestones. Qwest has demonstrated 98.48 % compliance with these milestones.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/enla/</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 18 Oversight Review Process</p> <p>Qwest implemented Section 18 as agreed to by the Redesign Team.</p>	<p>September 13, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for September 12-13)</p>	<p>September 18, 2002</p>	<p>This process has been in place for over 48 months. During this time, 7 referrals have been made to the Oversight Review Committee.</p>	<p>Qwest developed a web site to manage requests and information relating to the Oversight Review Process. This web site is located at: http://www.qwest.com/wholesale/cmp/coc.html</p>